Alcatel-Lucent **OmniPCX** *Enterprise*
Communication Server



Alcatel-Lucent IP Touch 4018 Phone
Alcatel-Lucent IP Touch 4008 Phone
Alcatel-Lucent 4019 Digital Phone

Alcatel·Lucent

User manual

Introduction

Thank you for choosing a telephone from the Alcaltel-Lucent IP Touch 4008/4018/4019 Digital Phone range manufactured by **Alcatel-Lucent**.
Your terminal has a new ergonomic layout for more effective communication.



How to use this guide

Lift the receiver.

Line key.

Hang up.

Specific key on numeric keypad.

Numeric keypad.

Partial view of display.;.

Means that the function is subject to programming. If necessary, contact your installer.

Means that the function can be accessed by pressing a programmed key - see **Programming the programmable keys**.

Adjustment “reduce”.

Fixed key.

Adjustment “increase”.

MENU key.

Loudspeaker,
hands free.

Voice mail access key.

Move the navigation key up or down.

To go back one level (press and release) or to return to the welcome page (press and hold) ; during a conversation, can be used to access the different pages (Menu, Perso, etc.) and to return to the telephone screens.

These symbols can be supplemented by small icons or text.

Contents

Getting to know your telephone

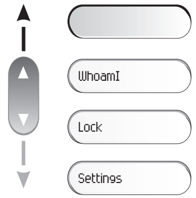
Handset

Alphanumeric keypad



Alcatel-Lucent IP Touch 4018 Phone

Navigation



Up-down navigator: used to navigate around the home page, through the menus or in a text zone when entering characters.
The home page consists of:

- Information on the status of the set (set locked, call forward, etc.)
- Date and time
- Set programming and configuration functions

Functions accessible (set in idle position):

WhoamI	Identify the terminal you are on,
Lock	Lock / unlock your telephone,
Forward	Divert your calls to another number. (immediate forwarding, forward to voice mail, forward to bleeper),
Settings	Configure the set (personal assistant, display, ring tone, voice mail, etc.),
Events	Accessing recent calls made and unanswered external calls.

Features accessible in conversation:

Enquiry	Calling a second person during a conversation,
Send DTMF	Sending DTMF signals,
Record	Recording the current conversation,
Forbid camp on	Barring the reception of a new call during communication.

.
Other features can be accessed depending on the configuration of the system.

OK key : used to validate your choices and options while programming or configuring.

Back/Exit key : to return to previous menu (short press) or return to first screen (long press).

Audio keys

Hang-up key : to terminate a call.

Hands-free/Loudspeaker Key : to make or answer a call without lifting the receiver (IP Touch 4008/4018 Phone).

- lit in hands-free mode or headset mode (short press).

flashing in loudspeaker mode(long press).

Intercom/Mute key :

- During a conversation: press this key so that your correspondent can no longer hear you.
- Terminal idle: press this key to answer calls automatically without picking up the receiver.

To adjust the loudspeaker or handset volume up or down

Function keys

Messaging key to access various mail services
If the key flashes orange, a new voice message, a new text message or a call-back request has been received.

'Redial' key :

- To access the 'Redial' function (short press)
- Call back on the last 8 number dialled (long press).

Function keys and programmable keys

Guide key : Use to obtain information on the pre-programmed keys or to access the set programming or configuration.

Phone book key : Access your personal directory.

Pre-programmed function keys and programmable key
Lit when the function associated with the key is activated.

1 Using your telephone

1.1 Making a call

dial directly the number for your call — OR — lift the receiver → number required — OR — hands free (IP Touch 4008/4018 Phone only) → number required

OR — programmed line key → during a conversation (John 02:15)

To make an external call, dial the outside line access code before dialling your correspondent's number. 9 is the default code for an outside line.

For the operator, dial '0' (by default).

1.2 Receiving a call

lift the receiver — OR — hands free (IP Touch 4008 4018 Phone only) — OR — press the key for the line that is lit up

1.3 Using the telephone in 'Hands free' mode (IP Touch 4008/4018 Phone only)

- Terminal idle:

Press and release → **you are in hands free mode**

- Call in progress:

during a conversation (John 02:15) → Press and release

During a conversation, you can lift the receiver without terminating the call.

1.4 Activating the loudspeaker during a conversation (receiver lifted) - Loudspeaker.

during a conversation (John 02:15) — activate loudspeaker (long press) → **the loudspeaker key flashes**

adjust volume (9 levels) (+ OR −) — deactivate loudspeaker (long press) → **the key is no longer lit**

press and release the loudspeaker key to switch to hands free mode (light steady).

1.5 Make a call using the personal phone book

Press and release — press the programmed key directly (0 to 9) — OR — select the contact to call — start the call (OK)

1.6 Redialling

- Redialling the last number dialled (redial)

'Redial' key(short press) → last number redial

- Call back on the last 8 number dialled

'Redial' key (long press) OR ▲▼ Events OK Redial list OK

▲▼ select the No. in the last ten issued

OK start the call

1.7 Make a call-back request to a busy number

the number you are calling is busy → ▲▼ Call back OK

1.8 Answering an internal call in intercom mode (IP Touch 4008/4018 Phone only)

You can answer without lifting the receiver. When you receive an internal call, your telephone rings and you are connected directly in hands free mode. The screen shows the caller's identity.

- **To activate - Terminal idle:**

→ corresponding led lights up

When your caller hangs up, intercom mode remains active.

- **To deactivate - Terminal idle:**

→ the corresponding led goes out

2 During a conversation

2.1 Making a second call during a conversation

John 02:15 → OR Send DTMF OK

during a conversation — number of second correspondent

→ **the first call is on hold**

- **Other methods for calling a second correspondent**

Call back on the last 10 number dialled (long press).

Calling from your personal directory (PersSpDial)

programmed line key.

- **To cancel your second call and recover the first:**

John 02:15 → →

during a conversation — key for the line whose light is flashing

If you make an error, hang up: your telephone will ring and you will recover your first call.

2.2 Answering a second call during a conversation

- **A second correspondent is trying to call you:**

John 02:15 → Padlocked →

during a conversation — name or no. of the caller displayed for 3 seconds — light flashes

- **answer call displayed**

→ **the first call is on hold**

line key for which icon is flashing

- **To return to your first caller and end the conversation in progress**

John 02:15 → → OR

during a conversation — key for the line whose light is flashing

2.3 Barring the reception of a new call during communication

During communication, you do not want to be called by another caller:

Forbid camp on OR Allow camp on OK

to bar or authorize new calls during communication

2.4 Switching between calls (Broker call)

During a conversation, a second call is on hold.
To accept the second call:

→ **your first call is placed on hold**

light flashes

2.5 Transferring a call

- **To transfer your call to another number:**

John 02:15 → no. of the 2nd terminal → the first call is on hold

during a conversation

- **If the number receiving the transfer answers:**

Transfer OK

Transfer between two outside calls is not generally possible (depends on country concerned and system configuration).

2.6 Three-way conference with internal and/or external correspondents (conference)

- During a conversation, a second call is on hold

John 02:15 — Conference OK

during a conversation

- cancel conference and return to first correspondent

End conference OK

- After the conference, to leave your two correspondents talking together:

hang up

2.7 Casual conference

During a 3-way conference, you can add up to three additional participants.

you are in a 3-way conference → Add OK — number required → your correspondent answers

→ Insert OK → display the number of participants in the conference

2.8 Placing a call on hold (hold)

- **Exclusive hold:**

During a conversation, you wish to place the call on hold and recover it later, on the same telephone.

John 02:15 — press the key for the line that is lit up (Call in progress) → your call is placed on hold

during a conversation

- **Recover the call on hold:**

key for the line whose light is flashing OR Reply OK → John 02:15

during a conversation

2.9 Placing an outside call on hold (parking)

Park/retrieve call

You can place an outside call on hold and recover the call on another telephone:

John 02:15 → Park the call OK

during a conversation

enter the number of the telephone on which you want to resume the conversation

Your correspondent is parked and hears the hold melody.

- **To recover the parked call:**

Park/retrieve call

Settings OK Services OK Consultation OK

Call pick up OK Park/retrieve OK Consultation OK

If the parked call is not recovered within a preset time (default value 1 min 30), it is transferred to the operator.

2.10 Intrusion into an internal conversation

Your correspondent's line is busy. If the number is not "protected" and if authorised, you can intrude into the call:

Intrusion OK

- **Protection against intrusion:**

Intrusion protection

Settings OK Services OK Consultation OK

Additional services OK Intrusion protect OK Intrusion OK

twice

enter the number

Protection is cancelled when you hang up.

2.11 Sending DTMF signals

During a conversation you sometimes have to send DTMF signals, such as with a voice server, an automated attendant or a remotely consulted answering machine.

John 02:15 → Send DTMF OK

during a conversation

to activate

The function is automatically cancelled when you hang up;.

2.12 Mute, so that your correspondent cannot hear you

You can hear your correspondent but he/she cannot hear you:

John 02:15 → → the key lights up

during a conversation

disable microphone

→ the key is no longer lit

resume the conversation

2.13 Adjust audio volume

During a call, to adjust the volume level of the loudspeaker or receiver:



during a conversation

Adjust audio volume

2.14 Recording the current conversation

To record the conversation during communication:

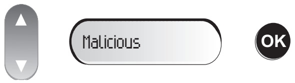


to start recording

to stop the recording

At the start or end of recording, your correspondent hears a beep.

2.15 Signal malicious calls



This key lets you signal a malicious call. If this call has an internal source, it is signalled to the system by a special message.

3.1 Answering the general bell

Night service call pick up

When the operator is absent, outside calls to the operator are indicated by a general bell. To answer:

Settings OK Services OK Consultation OK

Call pick up OK Night call pick up OK

3.2 Manager/secretary filtering

Screened list

System configuration allows “manager/secretary” groups to be formed, so that the manager’s calls can be directed to one or more secretaries.

- **From the manager’s or secretary’s telephone:**

“Filter” programmed key OR **“Filter”** programmed key — **'secretary'** call key (when there are several secretaries) → **incoming calls are filtered by a chosen person (secretary, etc.)**

same key to cancel

Filtering is indicated on the manager’s telephone by the icon corresponding to the “filtering” programmed key.

3.3 Call pick-up

You hear a telephone ringing in an office where no-one can answer. If authorised, you can answer the call on your own telephone.

- **If the telephone ringing is in your own pick-up group:**

Group call pick up

Settings OK Services OK Consultation OK

Call pick up OK ProcessGrp pick up OK

- **If the telephone ringing is not in your pick-up group:**

Individual call pick up

Settings OK Services OK Consultation OK

Call pick up OK Set call pick up OK

number of telephone ringing

The system can be configured to prevent call pick-up on certain telephones.

3.4 Hunting groups

• **Hunting group call:**
Certain numbers can form a hunting group and can be called by dialling the group number.

Group No.

• **Temporary exit from your hunting group:**

Go out of hunting group

Settings OK Services OK Consultation OK

Additional services Out hunting grp OK

your group number

• **Return into your group:**

Go into hunting group

Settings OK Services OK Consultation OK

Additional services In hunting grp

your group number

Belonging to a group does not affect the management of direct calls. A specific telephone within a group can always be called by using its own number.

3.5 Calling an internal correspondent on his/her pager

The number called does not answer and you know that the person called has a pager:

your correspondent does not reply → **'paging'** programmed key

→ **paging in progress is displayed**

Your correspondent can answer from any telephone in the system.

3.6 Answering a call on your pager

Paging answer

A call on your pager can be answered from any telephone within the system.

your pager beeps → Settings OK Services OK

Consultation OK

your group number

3.7 Calling a correspondent on his/her loudspeaker

Your internal correspondent does not answer. If authorised, you can remotely activate your correspondent's phone:

your correspondent does not reply → LS announce OK

→ **you are connected to the loudspeaker on your correspondent's phone (if he/she has the hands free function)**

3.8 Sending a written message to an internal correspondent

→ Text mail OK Send OK

number to be called

- **Predefined message**

Predefined message OK OK OK

Select the message to be sent

send message

- **Message to complete**

Msg to complete OK OK OK

select the message to complete

Complete the message

send message

3.9 Send a voice message copy

new voice message OK

personal code

→ **display number of new and old messages**

Consult OK Review message OK Forward message OK

→ **record a comment** → #

end of recording

enter the destination voicemail number

OR Mnemonic OK → Send OK

spell the addressee's name

send message

3.10 Sending a recorded message to a number / a distribution list

Voice mail OK

personal code

Send OK

→ **recording** →

End OK

end of recording

enter the destination voicemail number

OR Mnemonic OK

spell the addressee's name

OR → options

Send OK

send message

- **During the recording, you can:**

Rewind OK play back the message from the start.

Backward OK listen to the end of the message.

Pause OK stop recording momentarily.

End OK end of recording.

* Options: used to assign transmission options (confidential, urgent, confirmation, etc.).

4.1 Diverting calls to another number (immediate diversion)

The number can be your home, portable or car phone, voice message or an internal extension (operator, etc.).

Forward → OK → Immediate forward → OK twice → number to be called

OR directory number required (0 to 9) OR press programmed key → diversion is acknowledged

You can make calls, but only the destination number can call you.

4.2 Diverting your calls to your voice message service

Imm forward to VM → OK → diversion is acknowledged

4.3 When you return, consult recorded messages

The light indicates that messages have been received.

→ display number of new messages → OK → personal code

→ consulting messages

- **While listening to messages, you can:**

Rewind OK play back the message from the start,

Backward OK listen to the end of the message,

Pause OK Pause while listening to the message,

Forward OK enter the voicemail number,

End of message OK terminate consultation.

- **After consulting the message, you can:**

Exit OK play back the message from the start,

Erase OK erase message,

Call back OK call back sender of message,

Save OK save the message,

Replay OK listen to message,

Forward message OK Send a copy of a message.

4.4 Forwarding your calls from the receiving terminal ("Follow me")

Remote forward

You wish to receive your calls in your present location:
Use the "Follow me" function.

Forward → OK → Remote forward → OK → number receiving diversion → diversion is acknowledged

4.5 Cancelling all diversions

Forward OK Deactivate forward OK

twice

4.6 Diverting calls when your line is busy (divert if busy)

Forward on busy

Forward OK Forward on busy OK

twice

number receiving diversion

→ **diversion is acknowledged**

4.7 Do not disturb

Do not disturb on/off

You can make your terminal temporarily unavailable for all calls.

Settings OK Services OK Consultation OK

Don't disturb-Lock OK Do not disturb OK

personal code

→ **diversion is acknowledged**

Callers wishing to contact you will see the 'Do Not Disturb' message displayed on their sets when they try to call.

4.8 Leaving a recorded message for internal callers

You can leave a message on your terminal which will be displayed on the screen of the terminal calling you.

new text message OK Forward to text OK

→ Predefined message OK OR Msg to complete OK

select a predefined message

select a predefined message to complete

twice

complete your message

4.9 Consulting written messages

The light indicates that messages have been received.

new text message OK → **display number of new messages** →

Read message OK → **display name of sender, with date, time and ranking of message**

OK

Read the message

After consulting the message, you can:

Delete OK delete the message,

Recall OK call back sender of message,

Text answer OK forward a message to the message originator,

terminate consultation,

5 Managing your charges

5.1 Charging your calls directly to business accounts

You can charge the cost of your outside calls to business account numbers.

Settings · OK · Services · OK · Consultation · OK

Additional services · OK · Business account code · OK · number of business account · number required

5.2 Finding out the cost of an outside call made for an internal user from your terminal

Settings · OK · Services · OK · Consultation · OK

Consultation & callbacks · OK · Charging informations · OK

6 Programming your telephone

6.1 Initializing your voice mailbox

light flashes → (message key) → enter your personal code then record your name according to voice guide instructions

6.2 Customising your voice greeting

You can replace the greeting message by a personal message

Voice mail OK → personal code → Perso options OK

Greeting message OK → Perso greeting OK

→ Normal prompt OK — to return to the default message
OR Perso greeting OK — recording
End OK — end of recording

→ Accept OK — apply
OR Restart OK — re-record a message
OR Replay OK — replay message

6.3 Modify the password for your phone set

Settings OK → Phone OK → Password OK

old code (4 digits) OK → new code (4 digits) OK → enter new password again to confirm OK

This code acts as a password controlling access to programming functions and the user 'Set Locking ' function (code by default: 0000).

6.4 Modify the password for your voice mailbox

(message key) → Voice mail OK → personal code → Perso options OK

Admin options OK → Genrl admin OK → My password OK

new code (4 digits) → # → (hang up)

As long as your voice mailbox has not been initialized, personal code is 0000.

6.5 Configuring the telephone ringer

Settings OK Phone OK Ringing OK

- Choose the tune

Internal call OK OR External call OK

select the type of call to which the ringing is to be associated

OK

Select the melody of your choice (16 tunes) — apply your choice

- Adjusting the ringer volume

Ringing level OK + − OR OK

Select the volume of your choice (12 levels) — apply your choice

- Activate/disable meeting mode (progressive ringing)

Normal ringing OK OR Silent mode OK

OR ProgressiveRinging OK OK

apply your choice

- Activate/deactivate discreet ring mode

Ring without beep OK OR 1 beep before ring OK

OR 3 beep before ring OK OK

apply your choice

- Adjust ringer volume while a call arrives

your telephone rings → + − OR

Adjusting the ringer volume

6.6 Adjusting screen brightness

Settings OK Phone OK Contrast OK

+ − OR OK

Adjusting screen brightness

6.7 Selecting language

Settings OK Phone OK

Language OK OK

Select the language of your choice — apply your choice

6.8 Programming your personal directory

[Directory key] Press and release → OK → [keypad] Enter the number → OK OR

[▲▼] Settings OK → Phone OK → Directory program OK

[▲▼] OK select an empty entry in the directory → [▲▼] Modify OK Modify the associated number OR [keypad] enter the number

6.9 Programming the programmable keys

[▲▼] Settings OK → Phone OK → Key programming OK

[key] press a key to program → [▲▼] Services OK OR Modify OK

OR Erase OK

6.10 Programming an appointment reminder

You can define the time of a temporary reminder (one in 24 hours) or a permanent reminder (every day at the same time).

- **Program a temporary reminder call.**

[▲▼] Settings OK → Phone OK → Consultation OK

Appointment → OK twice → [keypad] enter time of appointment

- **At the programmed time, your telephone rings:**

OK

If you are in conversation, the display flashes and an audio tone is generated. After three calls without reply, a temporary request is cancelled but a permanent request remains in memory.

If your calls are diverted to another terminal, the diversion is not applied to the reminder call.

6.11 Identify the terminal you are on

[▲▼] WhoamI OK

6.12 Lock / unlock your telephone

[▲▼] Lock OK → [keypad] enter your personal password → **your telephone is locked/unlocked**

6.13 Call the associated set

The number of another set can be associated with your set number (see Modify the associated number).
To call it:

Settings OK Services OK Consultation OK

Associate OK Call from assoc OK OK

start the call

6.14 Forward your calls to the associated number

If you have previously defined an associated number, you can forward your calls to this number.

Settings OK Services OK Consultation OK Associate OK

→ Ovflw to associate OK — for forwarding when you do not answer

OR Overflow if busy — for immediate forwarding when your line is busy

OR Ovflow busy/no ref — for forwarding if you do not answer or if you are busy

OR Deact ovflow assoc — to cancel the forwarding to associate function

OK Apply OK

6.15 Modify the associated number

The associated number can be a phone set number, the voice mail number or the pager number.

Settings OK Services OK associated OK

enter your personal password OK Modify OK enter the new associated number → acceptance of the programming is displayed

6.16 The Tandem configuration

This configuration lets you group two sets under a single call number. Your set is then the main set and the second set, usually a DECT set, is the secondary set. Each set has its own directory number, but the tandem number is that of the main set. When you receive a call, the two sets ring simultaneously. When one of the sets answers, the other set stops ringing. When all the lines of the main set are busy, the secondary (DECT) set does not ring. The secondary set can still be called by its own number, but in this case, the tandem function will no longer be taken into account. Most of the functions are common to the two sets, for example: forwarding, meet-me reminder, the various messages, etc., while others are specific to each set, for example: individual directory, last number redial, out of service, set padlock, etc.
For more information regarding this configuration, contact the person in charge of your installation.

Guarantee and clauses

Independently of the legal warranty that covers this appliance, it is guaranteed for 1 year, parts and labour, counting from the date indicated on your invoice.
The invoice will be demanded if making a claim under the warranty. The warranty does not however apply in the following cases: in the event of use that does not comply with the instructions given in this user's manual, faults or damage caused by natural wear, damage resulting from a cause external to the appliance (e.g. impact, fall, exposure to dampness, etc.), noncompliant installation or modifications or repairs carried out by people who are not approved by the manufacturer or retailer.

Warning: never place your telephone in contact with water. To clean your telephone, you may however use a damp soft cloth. Never use solvents (trichlorethylene, acetone, etc.) which may damage the plastic parts of your telephone. Never spray it with cleaning products.
To avoid accidentally damaging the set telephone line connector, make sure you position the cord correctly in the compartment intended for this purpose.
The ear piece and microphone area of the handset may attract metallic objects that may be dangerous for the ear.

The wording is not contractual and may be subject to change. Some functions of your telephone are controlled by a software key and the configuration of the unit.

Declaration of compliance
EC countries: we, **Alcatel-Lucent Enterprise**, declare that the Alcatel-Lucent IP Touch 4008/4018 and 4019 Digital Phone products comply with the essential demands of Directive 1999/5/CE of the European Parliament and Council. A copy of the original of this declaration of compliance can be obtained from your installer.



Information relative to the environment
This symbol indicates that at the end of its life, this product should be subject to special collection and disposal in member countries of the European Union, as well as in Norway and Switzerland. By ensuring this product is disposed of correctly, you will help to conserve natural resources and help prevent potential negative consequences to the environment and human health which could otherwise be caused by inappropriate disposal of this product. For further details about recycling this product, please contact the supplier who sold you the product.

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